

Dear Group Health Subscriber:

**This booklet contains important information about your healthcare plan.**

This is your 2005 Group Health Benefit Booklet (Certificate of Coverage). It explains the services and benefits you and those enrolled on your contract are entitled to receive from Group Health Cooperative. The benefits reflected in this booklet were approved by your employer or association who contracts with Group Health for your healthcare coverage.

We recommend you read it carefully so you'll understand not only the benefits, but the exclusions, limitations, and eligibility requirements of this certificate. Please keep this certificate for as long as you are covered by Group Health. We will send you revisions if there are any changes in your coverage.

This certificate is not the contract itself; you can contact your employer or group administrator if you wish to see a copy of the contract (Medical Coverage Agreement).

We'll gladly answer any questions you might have about your Group Health benefits. Please call our Group Health Customer Service Center at 901-4636 in the Seattle area, or toll-free in Washington, 1-888-901-4636.

Thank you for choosing Group Health Cooperative. We look forward to working with you to preserve and enhance your health.

Very truly yours,

Scott Armstrong  
President

CA-1888a  
CA-1873, CA-2092, CA-2073, CA-2079, CA-1385ad02, CA-1397ad, CA-2240

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## **Section I. Introduction**

Group Health Cooperative (also referred to as “GHC”) is a nonprofit health maintenance organization furnishing health care primarily on a prepayment basis.

### **Read This Benefit Booklet Carefully**

This Benefit Booklet is a statement of benefits, exclusions and other provisions, as set forth in the Group Medical Coverage Agreement (“Agreement”) between GHC and the employer or Group.

A full description of benefits, exclusions, limits and Out-of-Pocket Expenses can be found in the Schedule of Benefits, Section IV; General Exclusions, Section V; and Allowances Schedule, Section II. These sections must be considered together to fully understand the benefits available under the Agreement. Words with special meaning are capitalized. They are defined in Section VIII.

### **A. Accessing Care**

**Members are entitled to Covered Services only at GHC Facilities and from GHC Personal Physicians. Except as follows:**

- Emergency care,
- Self-Referral to women’s health care providers, as set forth below,
- Visits with GHC-Designated Self-Referral Specialists, as set forth below,
- Care provided pursuant to a Referral. Referrals must be requested by the Member’s Personal Physician and approved by GHC, and
- Other services as specifically set forth in the Allowances Schedule and Section IV.

**Primary Care.** Members must select a GHC Personal Physician when enrolling under the Agreement. One Personal Physician may be selected for the entire family, or a different Personal Physician may be selected for each family member. If the Personal Physician is not selected at the time of enrollment, GHC will assign a Personal Physician, and a letter of explanation will be sent to the Member.

Selecting a Personal Physician or changing from one Personal Physician to another can be accomplished by contacting GHC Customer Service, or accessing the GHC website at [www.ghc.org](http://www.ghc.org). The change will be made within twenty-four (24) hours of the receipt of the request, if the selected physician’s caseload permits.

A listing of GHC Personal Physicians, Referral specialists, women’s health care providers and GHC-Designated Self-Referral Specialists is available by contacting GHC Customer Service at (206) 901-4636 or (888) 901-4636, or by accessing GHC’s website at [www.ghc.org](http://www.ghc.org).

In the case that the Member’s Personal Physician no longer participates in GHC’s network, the Member will be provided a written notice offering the Member a selection of new Personal Physicians from which to choose.

**Specialty Care.** Unless otherwise indicated in this section, the Allowances Schedule or Section IV., Referrals are required for specialty care and specialists.

**GHC Designated Self-Referral Specialist.** Members may make appointments directly with GHC-Designated Self-Referral Specialists at GHC-owned or -operated medical centers without a Referral from their Personal Physician. Self-Referrals are available for the following specialty care areas: allergy, audiology, cardiology, chemical dependency, chiropractic/manipulative therapy, dermatology, gastroenterology, general surgery, hospice, manipulative therapy, mental health, nephrology, neurology, obstetrics and gynecology, occupational medicine\*, oncology/hematology, ophthalmology, optometry, orthopedics, otolaryngology (ear, nose and throat), physical therapy\*, smoking cessation, speech/language and learning services\* and urology.

\* Medicare patients need a Referral for these specialists.

**Women's Health Care Direct Access Providers.** Female Members may see a participating General and Family Practitioner, Physician's Assistant, Gynecologist, Certified Nurse Midwife, Licensed Midwife, Doctor of Osteopathy, Pediatrician, Obstetrician or Advanced Registered Nurse Practitioner who is contracted by GHC to provide women's health care services directly, without a Referral from their Personal Physician, for Medically Necessary maternity care, covered reproductive health services, preventive care (well care) and general examinations, gynecological care and follow-up visits for the above services. Women's health care services are covered as if the Member's Personal Physician had been consulted, subject to any applicable Cost Shares as set forth in the Allowances Schedule. If the Member's women's health care provider diagnoses a condition that requires Referral to other specialists or hospitalization, the Member or her chosen provider must obtain preauthorization and care coordination in accordance with applicable GHC requirements.

**Second Opinions.** The Member may access, upon request, a second opinion regarding a medical diagnosis or treatment plan from a GHC Provider.

**Emergent and Urgent Care.** Emergent care is available at GHC Facilities. If Members cannot get to a GHC Facility, Members may obtain Emergency services from the nearest hospital. Members or persons assuming responsibility for a Member must notify GHC by way of the GHC Emergency Notification Line within twenty-four (24) hours of admission to a non-GHC Facility, or as soon thereafter as medically possible. Members may refer to Section IV. for more information about coverage of Emergency services.

In the GHC Service Area, urgent care is covered only at GHC medical centers, GHC urgent care clinics or GHC Provider's offices. Urgent care received at any hospital emergency department is not covered unless authorized in advance by a GHC Provider. Members can refer to Section IV. for more information about coverage of urgent care services.

Outside the GHC Service Area, urgent care is covered at any medical facility. Members may refer to Section IV. for more information about coverage of urgent care services.

**Recommended Treatment.** GHC's Medical Director or his/her designee will determine the necessity, nature and extent of treatment to be covered in each individual case and the judgment, made in good faith, will be final.

Members have the right to participate in decisions regarding their health care. A Member may refuse any recommended treatment or diagnostic plan to the extent permitted by law. Members who obtain care not recommended by GHC, do so with the full understanding that GHC has no obligation for the cost, or liability for the outcome, of such care. Coverage decisions may be appealed as set forth in Section VI.

**Major Disaster or Epidemic.** In the event of a major disaster or epidemic, GHC will provide coverage according to its best judgment, within the limitations of available facilities and personnel. GHC has no liability for delay or failure to provide or arrange Covered Services to the extent facilities or personnel are unavailable due to a major disaster or epidemic.

**Unusual Circumstances.** If the provision of Covered Services is delayed or rendered impossible due to unusual circumstances such as complete or partial destruction of facilities, military action, civil disorder, labor disputes or similar causes, GHC shall provide or arrange for services that, in the reasonable opinion of GHC's Medical Director, or his/her designee, are emergent or urgently needed. In regard to nonurgent and routine services, GHC shall make a good faith effort to provide services through its then-available facilities and personnel. GHC shall have the option to defer or reschedule services that are not urgent while its facilities and services are so affected. In no case shall GHC have any liability or obligation on account of delay or failure to provide or arrange such services.

## **B. Cost Shares**

The Subscriber shall be liable for the following Cost Shares when services are received by the Subscriber and any of his/her Dependents.

1. **Copayments.** Members shall be required to pay Copayments at the time of service as set forth in the Allowances Schedule. Payment of a Copayment does not exclude the possibility of an additional billing if the service is determined to be a non-Covered Service.
2. **Coinsurance.** After the annual Deductible is satisfied, Members shall be required to pay the plan Coinsurance for Covered Services as set forth in the Allowances Schedule.

A benefit-specific Coinsurance may apply to some Covered Services, as set forth in the Allowances Schedule. Services that are subject to the benefit-specific Coinsurance are not subject to the plan Coinsurance.

3. **Annual Deductible.** Unless otherwise noted, Covered Services are subject to an annual Deductible set forth in the Allowance Schedule. Charges subject to the annual Deductible shall be borne by the Subscriber during each calendar year until the annual Deductible is met. In order for charges to be applied to the annual Deductible, Covered Services must be obtained at GHC Facilities, unless the Member has received a Referral from a GHC Provider or has received Emergency services according to the Schedule of Benefits, Section IV.L.

There is an individual annual Deductible amount for each Member and a maximum aggregate annual Deductible amount for each Family Unit. Once the aggregate annual Deductible amount is reached for a Family Unit in a calendar year, the individual annual Deductibles are also deemed reached for each Member during that same calendar year.

4. **Individual Annual Deductible Carryover.** Charges applied toward the individual annual Deductible during the months of October, November and December are also applied in an equal amount toward the Member's annual Deductible for the next calendar year. The individual annual Deductible carryover will apply only when expenses incurred have been paid in full. The aggregate Family Unit Deductible does not carry over into the next calendar year.
5. **Out-of-Pocket Limit.** Total Out-of-Pocket Expenses incurred during the same calendar year shall not exceed the Out-of-Pocket Limit set forth in the Allowances Schedule. Out-of-Pocket Expenses which apply toward the Out-of-Pocket Limit are set forth in the Allowances Schedule.
6. **Other Deductibles.** In addition to the annual Deductible, there are service-specific Deductibles when Emergency care services are received as specified in Section IV.L.

#### C. Subscriber's Liability

The Subscriber is liable for (1) payment to the Group of his/her contribution toward the monthly premiums, if any; (2) payment of Cost Share amounts for Covered Services provided to the Subscriber and his/her Dependents, as set forth in the Allowances Schedule; and (3) payment of any fees charged for non-Covered Services provided to the Subscriber and his/her Dependents, at the time of service.

Payment of an amount billed by GHC must be received within thirty (30) days of the billing date.

#### D. Claims

Claims for benefits may be made before or after services are obtained. To make a claim for benefits under the Agreement, a Member (or the Member's authorized representative) must contact GHC Customer Service, or submit a claim for reimbursement as described below. Other inquiries, such as asking a health care provider about care or coverage, or submitting a prescription to a pharmacy, will not be considered a claim for benefits.

If a Member receives a bill for services the Member believes are covered under the Agreement, the Member must, within ninety (90) days of the date of service, or as soon thereafter as reasonably possible, either (1) contact GHC Customer Service to make a claim or (2) pay the bill and submit a claim for reimbursement of

Covered Services to GHC, P.O. Box 34585, Seattle, WA 98124-1585. In no event, except in the absence of legal capacity, shall a claim be accepted later than one (1) year from the date of service.

GHC will generally process claims for benefits within the following timeframes after GHC receives the claims:

- Pre-service claims – within fifteen (15) days.
- Claims involving urgently needed care – within seventy-two (72) hours.
- Concurrent care claims – within twenty-four (24) hours.
- Post-service claims – within thirty (30) days.

Timeframes for pre-service and post-service claims can be extended by GHC for up to an additional fifteen (15) days. Members will be notified in writing of such extension prior to the expiration of the initial timeframe.

## Section II. Allowances Schedule

The benefits described in this schedule are subject to all provisions, limitations and exclusions set forth in the Group Medical Coverage Agreement.

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### “Welcome” Outpatient Services Waiver

Not applicable.

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### Annual Deductible

\$200 per Member or \$600 per Family Unit per calendar year.

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### Plan Coinsurance

No plan Coinsurance.

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### Lifetime Maximum

No Lifetime Maximum unless otherwise indicated.

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### Hospital Services

- Covered inpatient medical and surgical services, including acute chemical withdrawal (detoxification)  
Covered in full after the annual Deductible is satisfied.
- Covered outpatient hospital surgery (including ambulatory surgical centers)  
Covered subject to the applicable outpatient services Copayment after the annual Deductible is satisfied.

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### Outpatient Services

- Covered outpatient medical and surgical services  
Covered subject to a \$20 outpatient services Copayment after the annual Deductible is satisfied.
- Allergy testing  
Covered subject to the applicable outpatient services Copayment after the annual Deductible is satisfied.
- Oncology (radiation therapy, chemotherapy)  
Covered subject to the outpatient service Copayment after the annual Deductible is satisfied.

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### Drugs - Outpatient (including mental health drugs, contraceptive drugs and devices and diabetic supplies)

- Prescription drugs, medicines, supplies and devices for a supply of thirty (30) days or less when listed in the GHC drug formulary  
Covered subject to the lesser of GHC’s charge or a \$15 Copayment for generic drugs, *including diabetic supplies, such as insulin syringes, urine-testing reagents, blood-glucose monitoring reagents and lancets* or \$30 Copayment for brand name drugs.

- Over-the-counter drugs and medicines

Not covered.

- Allergy serum

Covered subject to the *applicable* prescription drug **Cost Share** for each thirty (30) day supply.

- Injectables

Injections that can be self-administered are *subject to* the *applicable prescription drug Cost Share*. Injections necessary for travel are not covered.

- Mail order drugs and medicines

Covered subject to a \$30 Copayment for generic drugs or \$60 Copayment for brand name drugs for each ninety (90) day supply.

- Growth hormones

Covered at the applicable plan Coinsurance after the annual Deductible is satisfied.

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#### **Out-of-Pocket Limit (Stop Loss)**

Limited to an aggregate maximum of \$2,000 per Member and \$6,000 per family per calendar year. Except as otherwise noted in this Allowances Schedule, the total Out-of-Pocket Expenses for the following Covered Services are included in the Out-of-Pocket Limit:

- Outpatient services
- Emergency care at a GHC Facility or non-GHC Facility
- Ambulance services

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#### **Acupuncture**

Covered subject to the applicable outpatient services Copayment for Self-Referrals to a GHC Provider up to a maximum of five (5) visits per Member per medical diagnosis per calendar year, after the annual Deductible is satisfied. When approved by GHC, additional visits are covered subject to the applicable outpatient services Copayment after the annual Deductible is satisfied.

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#### **Ambulance Services**

- Emergency ground/air transport

Covered at 80%.

- Non-emergent ground/air interfacility transfer

Covered at 80% for GHC-initiated transfers, except hospital-to-hospital ground transfer covered in full.

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#### **Chemical Dependency**

- Inpatient services

Covered in full after the annual Deductible is satisfied.



- Outpatient services

Covered subject to the applicable outpatient services Copayment after the annual Deductible is satisfied.

- Benefit period Allowance

Covered up to **\$12,500** per Member per any twenty-four (24) consecutive calendar month period.

Acute detoxification covered as any other medical service. Charges incurred are not subject to the twenty-four (24) month maximum.

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#### **Dental Services** (including accidental injury to natural teeth)

Not covered, except as set forth in Section IV.B.24.

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#### **Devices, Equipment and Supplies** (for home use)

Covered at 80% for:

- Orthopedic appliances
- Durable medical equipment
- Ostomy supplies
- Post-mastectomy bras [limited to two (2) every six (6) months]

Covered at 80% for:

- Prosthetic devices

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#### **Diabetic Supplies**

Insulin, needles, syringes and lancets – see Drugs-Outpatient. External insulin pumps, blood glucose monitors, testing reagents and supplies - see Devices, Equipment and Supplies. When Devices, Equipment and Supplies have a dollar maximum, diabetic supplies are not subject to this maximum benefit limit.

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#### **Diagnostic Laboratory and Radiology Services**

Covered in full after the annual Deductible is satisfied.

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#### **Emergency Services**

- At a GHC Facility

Covered subject to a \$75 Copayment per Member per Emergency visit, after the annual Deductible is satisfied. Copayment is waived if the Member is admitted as an inpatient to the hospital directly from the emergency department. Emergency admissions are covered subject to the applicable inpatient services Cost Share.

- At a non-GHC Facility

Covered subject to a \$125 Deductible per Member per Emergency visit, after the annual Deductible is satisfied. Emergency care Deductible is waived if the Member is admitted as an inpatient to the hospital directly from the emergency department. Emergency admissions are covered subject to the applicable inpatient services Cost Share.

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#### **Hearing Examinations and Hearing Aids**

- Hearing examinations to determine hearing loss

Covered subject to the applicable outpatient services Copayment after the annual Deductible is satisfied.

- Hearing aids, including hearing aid examinations

Not covered.

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**Home Health Services**

Covered in full. No visit limit.

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**Hospice Services**

Covered in full. Inpatient respite care is covered for a maximum of five (5) consecutive days per occurrence.

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**Infertility Services (including sterility)**

Not covered.

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**Manipulative Therapy**

Covered subject to the applicable outpatient services Copayment for Self-Referrals to a GHC Provider for manipulative therapy of the spine in accordance with GHC clinical criteria up to a maximum of ten (10) visits per Member per calendar year after the annual Deductible is satisfied. When approved by GHC, additional manipulation visits are covered subject to the applicable outpatient services Copayment after the annual Deductible is satisfied.

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**Maternity and Pregnancy Services**

- Delivery and associated Hospital Care

Covered in full after the annual Deductible is satisfied.

- Routine prenatal and postpartum care

Covered subject to the applicable outpatient services Copayment after the annual Deductible is satisfied.

- Pregnancy termination

Covered subject to the applicable outpatient services Copayment for involuntary/voluntary termination of pregnancy after the annual Deductible is satisfied.

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**Mental Health Services**

- Inpatient services

Covered at 80% for up to twelve (12) days per Member per calendar year at a GHC-approved mental health care facility after the annual Deductible is satisfied. Coinsurance does not apply to the Out-of-Pocket Limit.

- Outpatient services

Covered subject to a \$30 Copayment per individual session and a \$20 Copayment per Member per group session, for up to twenty (20) visits per Member per calendar year, after the annual Deductible is satisfied. Copayments do apply to the Stop Loss.

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**Naturopathy**

Covered subject to the applicable outpatient services Copayment for Self-Referrals to a GHC Provider up to a maximum of two (2) visits per Member per medical diagnosis per calendar year after the annual Deductible is satisfied. When approved by GHC, additional visits are covered subject to the applicable outpatient services Copayment after the annual Deductible is satisfied.

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**Nutritional Services**

- Phenylketonuria (PKU) supplements

Covered in full.

- Enteral therapy (formula)

Covered at 80% for elemental formulas after the annual Deductible is satisfied. Necessary equipment and supplies are covered under Devices, Equipment and Supplies. Coinsurance does not apply to the Out-of-Pocket Limit.

- Parenteral therapy (total parenteral nutrition)

Covered for parenteral formulas after the annual Deductible is satisfied. Necessary equipment and supplies are covered under Devices, Equipment and Supplies.

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**Obesity Related Services**

*Services directly related to obesity, including bariatric surgery, weight loss* programs, medications and related physician visits for medication monitoring are not covered.

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**On the Job Injuries or Illnesses**

Not covered, including injuries or illnesses incurred as a result of self-employment.

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**Optical Services**

- Routine eye examinations

Covered subject to the applicable outpatient services Copayment once every twelve (12) months. Not subject to the annual Deductible.

- Lenses, including contact lenses, and frames

Not covered, except contact lens after cataract surgery is covered when in lieu of intraocular lens after the annual Deductible is satisfied.

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**Organ Transplants**

Covered subject to the applicable Cost Share.

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**Plastic and Reconstructive Services** (plastic surgery, cosmetic surgery)

- Surgery to correct a congenital disease or anomaly, or conditions following an injury or resulting from surgery  
Covered after the annual Deductible is satisfied.
- Cosmetic surgery, including complications resulting from cosmetic surgery  
Not covered.

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**Podiatric Services**

- Medically Necessary foot care  
Covered subject to the applicable outpatient services Copayment after the annual Deductible is satisfied.
- Foot care (routine)  
Not covered, except in the presence of a non-related Medical Condition affecting the lower limbs.

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**Pre-Existing Condition**

Covered with no wait.

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**Preventive Services** (well adult and well child physicals, immunizations, pap smears, mammograms)

Covered subject to the applicable outpatient services Copayment when in accordance with the well care schedule established by GHC. Not subject to the annual Deductible. Eye refractions are not included under preventive care. Physicals for travel, employment, insurance, license, etc., are not covered. Services provided during a preventive care visit which are not in accordance with the well care schedule are covered subject to the applicable outpatient services Copayment after the annual Deductible is satisfied.

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**Rehabilitation Services**

- Inpatient physical, occupational and restorative speech therapy services combined, including services for neurodevelopmentally disabled children age six (6) and under  
Covered at the applicable plan Coinsurance for up to sixty (60) days per condition per calendar year after the annual Deductible is satisfied.
- Outpatient physical, occupational and restorative speech therapy services combined, including services for neurodevelopmentally disabled children age six (6) and under  
Covered subject to the applicable outpatient services Copayment and plan Coinsurance for up to sixty (60) visits per condition per calendar year after the annual Deductible is satisfied.

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**Sexual Dysfunction Services**

Not covered.

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**Skilled Nursing Facility (SNF)**

Covered in full for up to sixty (60) days per Member per calendar year after the annual Deductible is satisfied.

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**Sterilization** (vasectomy, tubal ligation)

Not covered.

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### **Temporomandibular Joint (TMJ) Services**

- Inpatient and outpatient TMJ services

Covered subject to the applicable Copayment for up to \$1,000 maximum per Member per calendar year after the annual Deductible is satisfied.

- Lifetime benefit maximum

Covered up to \$5,000 per Member.

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### **Tobacco Cessation**

- Individual/group sessions

Covered in full.

- Approved pharmacy products

Covered subject to the *lesser of GHC's charge or the applicable* prescription drug *Cost Share* for a supply of thirty (30) days or less of a prescription or refill when prescribed by a GHC Provider and obtained at GHC Facilities.

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## **Section III. Eligibility, Enrollment and Termination**

### **A. Eligibility**

In order to be accepted for enrollment and continuing coverage under the Agreement, individuals must meet any eligibility requirements imposed by the Group, and/or all applicable plan documents, reside or work in the Service Area and meet all applicable requirements set forth below, except for temporary residency outside the Service Area for purposes of attending school, court-ordered coverage for Dependents or other unique family arrangements, when approved in advance by GHC. GHC has the right to verify eligibility.

1. **Subscribers.** Bona fide retirees who were enrolled under this Group's Medical Coverage Agreement for active employees on the date of retirement and begin receiving pension checks immediately following termination of employment with the Group shall be eligible.

LEOFF II former SPOG employees who terminate employment with the Group on or after January 1, 2004 and are eligible at the time of separation to receive a monthly LEOFF retirement benefit, but elect to defer receiving the monthly benefit until a later date shall also be eligible for enrollment, as determined by the group.

2. **Dependents.** The Subscriber may enroll any of the following:

- a. The Subscriber's legal spouse (unless legally separated);
- b. The Subscriber's domestic partner, provided that application has been submitted to and approved by the Group and GHC, and that the domestic partners:
  - i. share the same regular and permanent residence;
  - ii. have a close personal relationship;
  - iii. are jointly responsible for "basic living expenses" as defined by the Group;

- iv. are not married to anyone;
- v. are each eighteen (18) years of age or older;
- vi. are not related by blood closer than would bar marriage in the State of Washington;
- vii. were mentally competent to consent to contract when the domestic partnership began; and
- viii. are each other's sole domestic partner and are responsible for each other's common welfare.

Following termination of a domestic partnership a statement of termination must be filed with the Group. Application for another domestic partnership cannot be filed for ninety (90) days following the filing of the statement of termination of domestic partnership with the Group, unless such termination is due to the death of the domestic partner.

- c. Unmarried natural children, legally adopted children, children legally placed for adoption, step-children, children of a domestic partner, or children whose custody has been awarded to the Subscriber by a court of competent jurisdiction, who are under the age of twenty-one (21) and are chiefly dependent on the Subscriber or spouse for support and maintenance, provided proof of such dependency is furnished to GHC.
  - d. An unmarried child of a divorced Subscriber who is under the age of twenty-one (21), whether or not the child is primarily dependent upon the subscriber for support (provided the child is not primarily self-supporting), if the divorced Subscriber is legally responsible for providing the child's health care.
  - e. An unmarried child for whom you elected coverage when the child was first eligible, but whose coverage terminated due to a loss of dependency status, and the child later meets the definition of a dependent again as defined in Section III.A.2.c., Section III.A.2.d., or Section III.A.4.a.
- 3. Temporary Coverage for Newborns.** When a Member gives birth, the newborn will be entitled to the benefits set forth in Section IV. from birth through three (3) weeks of age. After three (3) weeks of age, no benefits are available unless the newborn child qualifies as a Dependent and is enrolled under the Agreement. All contract provisions, limitations and exclusions will apply except Section III.F. and III.G.
- 4. Limiting Age Extension.** Eligibility may be extended past the limiting age for an unmarried person enrolled as a Dependent on his/her twenty-first (21st) birthday if:

The Dependent is a full-time registered student at an accredited secondary school, college, or university and under the age of twenty-three (23); or the Dependent is totally incapable of self-sustaining employment because of a developmental or physical disability incurred prior to attainment of the limiting age set forth in 2. above, and is chiefly dependent upon the Subscriber for support and maintenance. Enrollment for such a Dependent may be continued for the duration of the continuous total incapacity, provided enrollment does not terminate for any other reason. Medical proof of incapacity and proof of financial dependency must be furnished to GHC upon request, but not more frequently than annually after the two (2) year period following the Dependent's attainment of the limiting age.

## **B. Enrollment**

- 1. Application for Enrollment.** Application for enrollment must be made on an application form furnished or approved by GHC. Applicants will not be enrolled or premiums accepted until the completed application form has been received and approved by GHC. The Group is responsible for submitting completed application forms to GHC.

GHC reserves the right to refuse enrollment to any person whose coverage under any Medical Coverage Agreement issued by Group Health Cooperative or Group Health Options, Inc. has been terminated for cause, as set forth in Section III.E. below.

- a. Newly Eligible Persons.** Newly eligible Subscribers and their Dependents may apply for enrollment in writing to the Group within thirty-one (31) days of becoming eligible. Temporary employees and their

Dependents who are not in a benefits-eligible assignment may apply for enrollment in writing to the Group within ninety (90) days of becoming eligible.

- b. Special Enrollment.** GHC will allow special enrollment for spouses and domestic partners who initially declined enrollment when newly eligible because such persons had other health care coverage and have had such other coverage terminated due to cessation of employer contributions, exhaustion of COBRA continuation coverage or loss of eligibility, except for loss of eligibility for cause. GHC or the Group may require confirmation that when initially offered coverage such persons submitted a written statement declining because of other coverage. Application for coverage under the Agreement must be made within thirty-one (31) days of the termination of previous coverage.

- 2. Limitation on Enrollment.** The Agreement will be open for applications for enrollment as set forth in this Section III.B. Subject to prior approval by the Washington State Office of the Insurance Commissioner, GHC may limit enrollment, establish quotas or set priorities for acceptance of new applications if it determines that GHC's capacity, in relation to its total enrollment, is not adequate to provide services to additional persons.

#### **C. Effective Date of Enrollment**

1. Provided *eligibility criteria are met and* applications for enrollment are made as set forth in Sections *III.A. and III.B.* above, enrollment will be effective as follows:

  - Enrollment for a newly retired Subscriber and listed Dependents is effective on the first (1st) of the month following the date of retirement or expiration of COBRA coverage.
- 2. Commencement of Benefits for Persons Hospitalized on Effective Date.** Members who are admitted to an inpatient facility prior to their enrollment under the Agreement, and who do not have coverage under another agreement, will receive covered benefits beginning on their effective date, as set forth in subsection C.1. above. If a Member is hospitalized in a non-GHC Facility, GHC reserves the right to require transfer of the Member to a GHC Facility. The Member will be transferred when a GHC Provider, in consultation with the attending physician, determines that the Member is medically stable to do so. If the Member refuses to transfer to a GHC Facility, all further costs incurred during the hospitalization are the responsibility of the Member.

#### **D. Eligibility for Medicare**

Under the Tax Equity and Fiscal Responsibility Act of 1982 (TEFRA), actively employed Members and their spouses who are eligible for Medicare benefits must decide whether to choose the benefits of the Agreement or the Medicare program as their primary source of health care coverage. The Group is responsible for providing the Member with necessary information regarding TEFRA eligibility and the selection process.

**Members Residing Outside the GHC Medicare *Advantage* Service Area.** Except as defined by federal regulations (i.e., TEFRA), if a Member or their spouse is or becomes eligible for Medicare, they must, effective the date that Medicare becomes the primary payer, enroll in and maintain both Medicare Parts A and B coverage. Failure to enroll in both Medicare Parts A and B, upon the effective date of eligibility, will result in termination of coverage under the Agreement.

An individual shall be deemed eligible for Medicare when he/she has the option to receive Part A Medicare benefits.

Medicare primary/secondary payer guidelines and regulations will determine primary/secondary payer status.

**Members Residing Inside the GHC Medicare *Advantage* Service Area.** Except as defined by federal regulations, (i.e., TEFRA), if a Member or their spouse is or becomes eligible for Medicare, they must, effective the date that Medicare becomes the primary payer, enroll in and maintain both Medicare Parts A and B

coverage and enroll in the GHC Medicare **Advantage** Plan. Failure to do so upon the effective date of Medicare eligibility will result in termination of coverage under the Agreement.

An individual shall be deemed eligible for Medicare when he/she has the option to receive Part A Medicare benefits.

All applicable provisions of the GHC Medicare **Advantage** Plan are fully set forth in the Medicare Endorsement(s) attached to the Agreement (if applicable).

## **E. Termination of Coverage**

**1. Termination of Specific Members.** Specific Members may be terminated from the Agreement for any of the following reasons:

**a. Loss of Eligibility.** If a Member no longer meets the eligibility requirements set forth in Section III.A., and is not enrolled for continuation coverage as described in Section III.G. below, coverage under the Agreement will terminate at the end of the month during which the loss of eligibility occurs, unless otherwise specified by the Group.

**b. For Cause.** Coverage of a Member may be terminated upon written notice for:

- i. Material misrepresentation, fraud or omission of information in order to obtain coverage. This includes failure to answer fully and correctly all questions contained in the application forms. In such event, GHC may, within two (2) years from the date of the application, refuse to cover any service for a condition(s) to which such question was relevant, or may non-renew or cancel the Member's coverage upon ten (10) working days written notice.
- ii. Permitting the use of a GHC identification card or number by another person, or using another Member's identification card or number to obtain care to which a person is not entitled.
- iii. Nonpayment of charges, as set forth in Section I.C.

**c. Premium Payments.** Nonpayment of premiums or contribution for a specific Member by the Group.

In no event will a Member be terminated solely on the basis of their physical or mental condition provided they meet all other eligibility requirements set forth in the Agreement.

Any Member may appeal a termination decision through GHC's grievance process as set forth in Section VI.

**2. Certificate of Creditable Coverage.** Unless the Group has chosen to accept this responsibility, a certificate of creditable coverage (which provides information regarding the Member's length of coverage under the Agreement) will be issued automatically upon termination of coverage, and may also be obtained upon request.

## **F. Services After Termination of Agreement**

**1. Members Hospitalized on the Date of Termination.** A Member who is receiving Covered Services as a registered bed patient in a hospital on the date of termination shall continue to be eligible for Covered Services while an inpatient for the condition which the Member was hospitalized, until one of the following events occurs:

- According to GHC clinical criteria, it is no longer Medically Necessary for the Member to be an inpatient at the facility.
- The remaining benefits available under the Agreement for the hospitalization are exhausted, regardless of whether a new calendar year begins.
- The Member becomes covered under another agreement with a group health plan that provides benefits for the hospitalization.



- The Member becomes enrolled under an agreement with another carrier that would provide benefits for the hospitalization if the Agreement did not exist.
- The Member becomes eligible for Medicare.

This provision will not apply if the Member is covered under another agreement that provides benefits for the hospitalization at the time coverage would terminate, except as set forth in this section, or if the Member is eligible for COBRA continuation coverage as set forth in subsection G. below.

2. **Services Provided After Termination.** The Subscriber shall be liable for payment of all charges for services and items provided to the Subscriber and all Dependents after the effective date of termination, except those services covered under subsection F.1. above. Any services provided by GHC will be charged according to the Fee Schedule.

## **G. Continuation of Coverage Options**

1. **Continuation Option.** A Member no longer eligible for coverage under the Agreement (except in the event of termination for cause, as set forth in Section III.E.) may continue coverage for a period of up to three (3) months subject to notification to and self-payment of premiums to the Group. This provision will not apply if the Member is eligible for the continuation coverage provisions of the Consolidated Omnibus Budget Reconciliation Act of 1985 ("COBRA"). This continuation option is not available if the Group no longer has active employees or otherwise terminates.
2. **Continuation Coverage Under Federal Law.** This section applies only to Groups who must offer continuation coverage under the applicable provisions of the Consolidated Omnibus Budget Reconciliation Act of 1985 ("COBRA"), as amended, and only applies to grant continuation of coverage rights to the extent required by federal law.

Upon loss of eligibility, continuation of Group coverage may be available to a Member for a limited time after the Member would otherwise lose eligibility, if required by COBRA. The Group shall inform Members of the COBRA election process and how much the Member will be required to pay directly to the Group.

3. **GHC Group Conversion Plan.** Members whose eligibility for coverage under the Agreement, including continuation coverage, is terminated for any reason other than cause, as set forth in Section III.E.1.b., and who are not eligible for Medicare or covered by another group health plan, may convert to GHC's Group Conversion Plan. If the Agreement terminates, any Member covered under the Agreement at termination may convert to a GHC Group Conversion Plan, unless he/she is eligible to obtain other group health coverage within thirty-one (31) days of the termination of the Agreement.

An application for conversion must be made within thirty-one (31) days following termination of coverage under the Agreement. Coverage under GHC's Group Conversion Plan is subject to all terms and conditions of such plan, including premium payments. A physical examination or statement of health is not required for enrollment in GHC's Group Conversion Plan. The Pre-Existing Condition limitation under GHC's Group Conversion Plan will apply only to the extent that the limitation remains unfulfilled under the Agreement.

By exercising Group Conversion rights, the Member may waive guaranteed issue and Pre-Existing Condition waiver rights under Federal regulations.

## **Section IV. Schedule of Benefits**

**Benefits are subject to all provisions of the Group Medical Coverage Agreement, including, without limitation, the Accessing Care provisions and General Exclusions. Members must refer to Section II., the Allowances Schedule, for Cost Shares and specific benefit limits that apply to benefits listed in this Schedule**

**of Benefits. Members are entitled to receive only benefits and services that are Medically Necessary and clinically appropriate for the treatment of a Medical Condition as determined by GHC's Medical Director or his/her designee, and as described herein. All Covered Services are subject to case management and utilization review at the discretion of GHC.**

#### **A. Hospital Care**

Hospital coverage is limited to the following services:

1. Room and board, including private room when prescribed, and general nursing services.
2. Hospital services (including use of operating room, anesthesia, oxygen, x-ray, laboratory and radiotherapy services).
3. Alternative care arrangements may be covered as a cost-effective alternative in lieu of otherwise covered Medically Necessary hospitalization, or other covered Medically Necessary institutional care. Alternative care arrangements in lieu of covered hospital or other institutional care must be determined to be appropriate and Medically Necessary based upon the Member's Medical Condition. Coverage must be authorized in advance by GHC as appropriate and Medically Necessary. Such care will be covered to the same extent the replaced Hospital Care is covered under the Agreement.
4. Drugs and medications administered during confinement.
5. Special duty nursing, when prescribed as Medically Necessary.

If a Member is hospitalized in a non-GHC Facility, GHC reserves the right to require transfer of the Member to a GHC Facility, upon consultation between a GHC Provider and the attending physician. If the Member refuses to transfer, all further costs incurred during the hospitalization are the responsibility of the Member.

#### **B. Medical and Surgical Care**

Medical and surgical coverage is limited to the following:

1. Surgical services.
2. Diagnostic x-ray, nuclear medicine, ultrasound and laboratory services.
3. Family planning counseling services.
4. Hearing examinations to determine hearing loss.
5. Blood and blood derivatives and their administration.
6. Preventive care (well care) services for health maintenance in accordance with the well care schedule established by GHC. Preventive care includes: routine mammography screening, physical examinations and routine laboratory tests for cancer screening in accordance with the well care schedule established by GHC, and immunizations and vaccinations listed as covered in the GHC drug formulary (approved drug list). A fee may be charged for health education programs.  
  
Covered Services provided during a preventive care visit, which are not in accordance with the GHC well care schedule, are subject to the applicable Cost Shares.
7. Radiation therapy services.
8. Reduction of a fracture or dislocation of the jaw or facial bones; excision of tumors or non-dental cysts of the jaw, cheeks, lips, tongue, gums, roof and floor of the mouth; and incision of salivary glands and ducts.

9. Medical implants.

Excluded: internally implanted insulin pumps, artificial hearts, artificial larynx and any other implantable device that has not been approved by GHC's Medical Director, or his/her designee.

10. Respiratory therapy.

11. Outpatient total parenteral nutritional therapy; outpatient elemental formulas for malabsorption; and dietary formula for the treatment of phenylketonuria (PKU). Coverage for PKU formula is not subject to a Pre-Existing Conditions waiting period, if applicable.

Equipment and supplies for the administration of enteral and parenteral therapy are covered under Devices, Equipment and Supplies.

Excluded: any other dietary formulas, oral nutritional supplements, special diets, prepared foods/meals and formula for access problems.

12. Visits with GHC Providers, including consultations and second opinions, in the hospital or provider's office.

13. Optical services.

Routine eye examinations and refractions received at a GHC Facility once every twelve (12) months, except when Medically Necessary.

When dispensed through GHC Facilities, one contact lens per diseased eye in lieu of an intraocular lens, including exam and fitting, is covered for Members following cataract surgery performed by a GHC Provider, provided the Member has been continuously covered by GHC since such surgery. Replacement of a covered contact lens will be covered only when needed due to a change in the Member's Medical Condition, but no more than once in a twelve (12) month period.

Excluded: evaluations and surgical procedures to correct refractions not related to eye pathology and complications related to such procedures, and contact lens fittings and related examinations, except as set forth above.

14. Maternity care, including care for complications of pregnancy and prenatal and postpartum visits.

Prenatal testing for the detection of congenital and heritable disorders when Medically Necessary as determined by GHC's Medical Director, or his/her designee, and in accordance with Board of Health standards for screening and diagnostic tests during pregnancy.

Hospitalization and delivery, including home births for low risk pregnancies. Planned home births must be authorized in advance by GHC.

Voluntary (not medically indicated and non-therapeutic) or involuntary termination of pregnancy.

The Member's physician, in consultation with the Member, will determine the Member's length of inpatient stay following delivery. Pregnancy will not be excluded as a Pre-Existing Condition under the Agreement. Treatment for post-partum depression or psychosis is covered only under the mental health benefit.

Excluded: birthing tubs and genetic testing of non-Members for the detection of congenital and heritable disorders.

15. Transplant services, including heart, heart-lung, single lung, double lung, kidney, pancreas, cornea, intestinal/multi-visceral, bone marrow, liver transplants and stem cell support (obtained from allogeneic or autologous peripheral blood or marrow) with associated high dose chemotherapy. Services are limited to the following:

- a. Evaluation testing to determine recipient candidacy,
- b. Matching tests,
- c. Inpatient and outpatient medical expenses listed below for transplantation procedures. Covered Services must be directly associated with, and occur at the time of, the transplant. The following transplantation expenses are covered as set forth in the Allowances Schedule:
  - Hospital charges,
  - Procurement center fees,
  - Professional fees,
  - Travel costs for a surgical team,
  - Excision fees,
  - Donor costs for a covered organ recipient are limited to procurement center fees, travel costs for a surgical team and excision fees.
- d. Follow-up services for specialty visits,
- e. Rehospitalization, and
- f. Maintenance medications.

Excluded: donor costs to the extent that they are reimbursable by the organ donor's insurance, treatment of donor complications, living expenses and transportation expenses, except as set forth under Section IV.M.

16. Manipulative therapy.

Self-Referrals for manipulative therapy of the spine only are limited to one (1) evaluation and ten (10) manipulations when provided by GHC Providers.

Additional visits are covered when approved by GHC.

Excluded: supportive care rendered primarily to maintain the level of correction already achieved, care rendered primarily for the convenience of the Member, care rendered on a non-acute, asymptomatic basis, charges for office visits other than the initial evaluation and any other services that do not meet GHC clinical criteria as Medically Necessary.

17. Medical and surgical services and related hospital charges, including orthognathic (jaw) surgery, for the treatment of temporomandibular joint (TMJ) disorders. Such disorders may exhibit themselves in the form of pain, infection, disease, difficulty in speaking or difficulty in chewing or swallowing food. TMJ appliances are covered as set forth under Section IV.H.1., Orthopedic Appliances.

Orthognathic (jaw) surgery for the treatment of TMJ disorders, radiology services and TMJ specialist services, including fitting/adjustment of splints are subject to the benefit limit set forth in the Allowances Schedule.

Excluded are the following, regardless of origin or cause: orthognathic (jaw) surgery in the absence of a TMJ or severe obstructive sleep apnea diagnosis, treatment for cosmetic purposes, dental services, including orthodontic therapy and any hospitalizations related to these exclusions.

18. Treatment of growth disorders by growth hormones.

19. Diabetic training and education.
20. Detoxification services for alcoholism and drug abuse.

For the purposes of this section, "acute chemical withdrawal" means withdrawal of alcohol and/or drugs from a person for whom consequences of abstinence are so severe that they require medical/nursing assistance in a hospital setting, which is needed immediately to prevent serious impairment to the Member's health.

Coverage for acute chemical withdrawal is provided without prior approval. If a Member is hospitalized in a non-GHC Facility/program, coverage is subject to payment of the Emergency Deductible. The Member or person assuming responsibility for the Member must notify GHC by way of the GHC Notification Line within twenty-four (24) hours following inpatient admission, or as soon thereafter as medically possible. Furthermore, if a Member is hospitalized in a non-GHC Facility/program, GHC reserves the right to require transfer of the Member to a GHC Facility/program upon consultation between a GHC Provider and the attending physician. If the Member refuses transfer to a GHC Facility/program, all further costs incurred during the hospitalization are the responsibility of the Member.

21. Circumcision.
22. Nutritional counseling provided by GHC staff.
23. Therapeutic sterilization procedures.
24. General anesthesia services and related facility charges for dental procedures will be covered for Members who are under seven (7) years of age, who are physically or developmentally disabled or who have a Medical Condition where the Member's health would be put at risk if the dental procedure were performed in a dentist's office. Such services must be authorized in advance by GHC and performed at a GHC hospital or ambulatory surgical facility.

Excluded: dentist's or oral surgeon's fees.

25. Self-Referrals to GHC acupuncturists and naturopaths for Covered Services, as set forth in the Allowances Schedule. Additional visits are covered when approved by GHC. Laboratory and radiology services are covered only when obtained through a GHC Facility.

Excluded: herbal supplements, preventive care visits to acupuncturists and naturopaths and any services not within the scope of their licensure.

26. ***Once Pre-Existing Condition wait periods, if any, have been met***, Pre-Existing Conditions are covered in the same manner as any other illness.

### **C. Chemical Dependency Treatment.**

Chemical dependency means an illness characterized by a physiological or psychological dependency, or both, on a controlled substance and/or alcoholic beverages, and where the user's health is substantially impaired or endangered or his/her social or economic function is substantially disrupted.

For the purposes of this section, the definition of Medically Necessary shall be expanded to include those services necessary to treat a chemical dependency condition that is having a clinically significant impact on a Member's emotional, social, medical and/or occupational functioning.

Chemical dependency treatment services are covered as set forth below at a GHC Facility or GHC-approved treatment program, subject to the benefit period Allowance set forth in the Allowances Schedule. Any Cost Shares for chemical dependency services under the terms of the Agreement shall not be applied toward the benefit period Allowance.

1. **Chemical Dependency Treatment Services.** All alcoholism and/or drug abuse treatment services must be: (a) provided at a facility as described above; and (b) deemed Medically Necessary as defined above. Chemical dependency treatment may include the following services received on an inpatient or outpatient basis: diagnostic evaluation and education, organized individual and group counseling and/or prescription drugs and medicines, unless excluded under the Agreement.

Court-ordered treatment shall be covered only if determined to be Medically Necessary as defined above.

2. **Benefit Period.** For the purposes of this section, "benefit period" shall mean a twenty-four (24) consecutive calendar month period during which the Member is eligible to receive covered chemical dependency treatment services, as set forth in this section. The first benefit period shall begin on the first day the Member receives covered chemical dependency services and shall continue for twenty-four (24) consecutive calendar months, provided that coverage under the Agreement remains in force. All subsequent benefit periods thereafter will begin on the first day Covered Services are received after the expiration of the previous twenty-four (24) month benefit period.

**D. Plastic and Reconstructive Services.** Plastic and reconstructive services are covered as set forth below:

1. Correction of a congenital disease or congenital anomaly, as determined by a GHC Provider. A congenital anomaly will be considered to exist if the Member's appearance resulting from such condition is not within the range of normal human variation.
2. Correction of a Medical Condition following an injury or resulting from surgery covered by GHC which has produced a major effect on the Member's appearance, when in the opinion of a GHC Provider, such services can reasonably be expected to correct the condition.
3. Reconstructive surgery and associated procedures, including internal breast prostheses, following a mastectomy, regardless of when the mastectomy was performed.

Members will be covered for all stages of reconstruction on the non-diseased breast to make it equivalent in size with the diseased breast after definitive reconstructive surgery on the diseased breast has been performed.

Complications of covered mastectomy services, including lymphedemas, are covered.

Excluded: complications of noncovered surgical services.

**E. Home Health Care Services.** Home health care services, as set forth in this section, shall be covered when provided by and referred in advance by a GHC Provider for Members who meet the following criteria:

1. The Member is unable to leave home due to his/her health problem or illness. Unwillingness to travel and/or arrange for transportation does not constitute inability to leave the home.
2. The Member requires intermittent skilled home health care services, as described below.
3. A GHC Provider has determined that such services are Medically Necessary and are most appropriately rendered in the Member's home.

For the purposes of this section, "skilled home health care" means reasonable and necessary care for the treatment of an illness or injury which requires the skill of a nurse or therapist, based on the complexity of the service, and the condition of the patient and which is performed directly by an appropriately licensed professional provider.

Covered Services for home health care may include the following when rendered pursuant to an approved home health care plan of treatment: nursing care, physical therapy, occupational therapy, respiratory therapy,

restorative speech therapy and medical social worker and limited home health aide services. Home health services are covered on an intermittent basis in the Member's home. "Intermittent" means care that is to be rendered because of a medically predictable recurring need for skilled home health care services.

Excluded: custodial care and maintenance care, private duty or continuous nursing care in the Member's home, housekeeping or meal services, care in any nursing home or convalescent facility, any care provided by or for a member of the patient's family and any other services rendered in the home which do not meet the definition of skilled home health care above or are not specifically listed as covered under the Agreement.

**F. Hospice Care.** Hospice care is covered in lieu of curative treatment for terminal illness for Members who meet all of the following criteria:

- A GHC Provider has determined that the Member's illness is terminal and life expectancy is six (6) months or less.
- The Member has chosen a palliative treatment focus (emphasizing comfort and supportive services rather than treatment aimed at curing the Member's terminal illness).
- The Member has elected in writing to receive hospice care through GHC's Hospice Program or GHC's approved hospice program.
- The Member has available a primary care person who will be responsible for the Member's home care.
- A GHC Provider and GHC's Hospice Director, or his/her designee, have determined that the Member's illness can be appropriately managed in the home.

Hospice care shall mean a coordinated program of palliative and supportive care for dying Members by an interdisciplinary team of professionals and volunteers centering primarily in the Member's home.

**1. Covered Services.** Care may include the following as prescribed by a GHC Provider and rendered pursuant to an approved hospice plan of treatment:

**a. Home Services**

- i. Intermittent care by a hospice interdisciplinary team which may include services by a physician, nurse, medical social worker, physical therapist, speech therapist, occupational therapist, respiratory therapist, limited services by a Home Health Aide under the supervision of a Registered Nurse and homemaker services.
- ii. Continuous care services in the Member's home when prescribed by a GHC Provider, as set forth in this paragraph. "Continuous care" means skilled nursing care provided in the home during a period of crisis in order to maintain the terminally ill Member at home. Continuous care may be provided for pain or symptom management by a Registered Nurse, Licensed Practical Nurse or Home Health Aide under the supervision of a Registered Nurse. Continuous care is covered up to twenty-four (24) hours per day during periods of crisis. Continuous care is covered only when a GHC Provider determines that the Member would otherwise require hospitalization in an acute care facility.

**b. Inpatient Hospice Services.** For short-term care, inpatient hospice services shall be covered in a facility designated by GHC's Hospice Program or GHC-approved hospice program when authorized in advance by a GHC Provider and GHC's Hospice Program or GHC-approved hospice program.

Inpatient respite care is covered for a maximum of five (5) consecutive days per occurrence in order to continue care for the Member in the temporary absence of the Member's primary care giver(s).

**c. Other covered hospice services may include the following:**

- i. Drugs and biologicals that are used primarily for the relief of pain and symptom management.
- ii. Medical appliances and supplies primarily for the relief of pain and symptom management.
- iii. Counseling services for the Member and his/her primary care-giver(s).

iv. Bereavement counseling services for the family.

**2. Hospice Exclusions.** All services not specifically listed as covered in this section are excluded, including:

- a. Financial or legal counseling services.
- b. Meal services.
- c. Custodial or maintenance care in the home or on an inpatient basis, except as provided above.
- d. Services not specifically listed as covered by the Agreement.
- e. Any services provided by members of the patient's family.
- f. All other exclusions listed in Section V., General Exclusions, apply.

**G. Rehabilitation Services.**

1. Rehabilitation services are covered as set forth in this section, limited to the following: physical therapy; occupational therapy; and speech therapy to restore function following illness, injury or surgery. Services are subject to all terms, conditions and limitations of the Agreement, including the following:

- a. All services must be provided at a GHC or GHC-approved rehabilitation facility and must be prescribed and provided by a GHC-approved rehabilitation team that may include medical, nursing, physical therapy, occupational therapy, massage therapy and speech therapy providers.
- b. Services are limited to those necessary to restore or improve functional abilities when physical, sensori-perceptual and/or communication impairment exists due to injury, illness or surgery. Such services are provided only when GHC's Medical Director, or his/her designee, determines that significant, measurable improvement to the Member's condition can be expected within a sixty (60) day period as a consequence of intervention by covered therapy services described in paragraph a., above.
- c. Coverage for inpatient and outpatient services is limited to the Allowance set forth in the Allowances Schedule.

Excluded: specialty rehabilitation programs not provided by GHC; long-term rehabilitation programs; physical therapy, occupational therapy and speech therapy services when such services are available (whether application is made or not) through governmental programs; programs offered by public school districts; therapy for degenerative or static conditions when the expected outcome is primarily to maintain the Member's level of functioning (except as set forth in subsection 2. below); recreational, life-enhancing, relaxation or palliative therapy; implementation of home maintenance programs; programs for treatment of learning problems; any services not specifically included as covered in this section; and any services that are excluded under Section V.

**2. Neurodevelopmental Therapies for Children Age Six (6) and Under.** Physical therapy, occupational therapy and speech therapy services for the restoration and improvement of function for neurodevelopmentally disabled children age six (6) and under shall be covered. Coverage includes maintenance of a covered Member in cases where significant deterioration in the Member's condition would result without the services. Coverage for inpatient and outpatient services is limited to the Allowance set forth in the Allowances Schedule.

Excluded: specialty rehabilitation programs not provided by GHC; long-term rehabilitation programs; physical therapy, occupational therapy and speech therapy services when such services are available (whether application is made or not) through governmental programs; programs offered by public school districts; recreational, life-enhancing, relaxation or palliative therapy; implementation of home maintenance programs; programs for treatment of learning problems; any services not specifically included as covered in this section; and any services that are excluded under Section V.

**H. Devices, Equipment And Supplies.**



Devices, equipment and supplies, which restore or replace functions that are common and necessary to perform basic activities of daily living, are covered as set forth in the Allowances Schedule. Examples of basic activities of daily living are dressing and feeding oneself, maintaining personal hygiene, lifting and gripping in order to prepare meals and carrying groceries.

1. **Orthopedic Appliances.** Orthopedic appliances which are attached to an impaired body segment for the purpose of protecting the segment or assisting in restoration or improvement of its function.

Excluded: arch supports, including custom shoe modifications or inserts and their fittings except for therapeutic shoes, modifications and shoe inserts for severe diabetic foot disease; and orthopedic shoes that are not attached to an appliance.

2. **Ostomy Supplies.** Ostomy supplies for the removal of bodily secretions or waste through an artificial opening.

3. **Durable Medical Equipment.** Durable medical equipment is equipment which can withstand repeated use, is primarily and customarily used to serve a medical purpose, is useful only in the presence of an illness or injury and used in the Member's home. Durable medical equipment includes: hospital beds, wheelchairs, walkers, crutches, canes, glucose monitors, external insulin pumps, oxygen and oxygen equipment. GHC, in its sole discretion, will determine if equipment is made available on a rental or purchase basis.

4. **Prosthetic Devices.** Prosthetic devices are items which replace all or part of an external body part, or function thereof.

When authorized in advance, repair, adjustment or replacement of appliances and equipment is covered.

Excluded: items which are not necessary to restore or replace functions of basic activities of daily living; and replacement or repair of appliances, devices and supplies due to loss, breakage from willful damage, neglect or wrongful use, or due to personal preference.

- I. **Tobacco Cessation.** When provided through GHC, services related to tobacco cessation are covered, limited to:

1. Participation in one individual or group program per calendar year;
2. Educational materials; and
3. One course of nicotine replacement therapy per calendar year, provided the Member is actively participating in a GHC-designated tobacco cessation program.

- J. **Drugs, Medicines, Supplies and Devices.** Legend medications are drugs which have been approved by the Food and Drug Administration (FDA) and which can, under federal or state law, be dispensed only pursuant to a prescription order. These drugs, including off-label use of FDA-approved drugs (provided that such use is documented to be effective in one of the standard reference compendia; a majority of well-designed clinical trials published in peer-reviewed medical literature document improved efficacy or safety of the agent over standard therapies, or over placebo if no standard therapies exist; or by the federal secretary of Health and Human Services), contraceptive drugs and devices and their fittings, diabetic supplies including insulin syringes, lancets, urine-testing reagents, blood glucose monitoring reagents, and insulin, are covered as set forth below.

All drugs, supplies, medicines and devices must be prescribed by a GHC Provider for conditions covered by the Agreement, obtained at a GHC pharmacy and, unless approved by GHC in advance, be listed in the GHC drug formulary. The prescription drug Copayment as set forth in the Allowances Schedule applies to each thirty (30) day supply. Copayments for single and multiple thirty (30) day supplies of a given prescription are payable at the time of delivery. Injectables that can be self-administered are also subject to the prescription drug Copayment. Drug formulary (approved drug list) is defined as a list of preferred pharmaceutical products, supplies and devices developed and maintained by GHC.

Generic drugs will be dispensed whenever available. Brand name drugs will be dispensed if there is not a generic equivalent. In the event the Member elects to purchase brand-name drugs instead of the generic equivalent (if available), or if the Member elects to purchase a different brand-name or generic drug than that prescribed by the Member's Provider, and it is not determined to be Medically Necessary, the Member will also be subject to payment of the additional amount above the applicable pharmacy Cost Share set forth in the Allowances Schedule. Generic drugs are defined as a drug that is the pharmaceutical equivalent to one or more brand name drugs. Such generic drugs have been approved by the Food and Drug Administration as meeting the same standards of safety, purity, strength and effectiveness as the brand name drug. Brand name drugs are defined as a prescription drug that has been patented and is only available through one manufacturer.

"Standard reference compendia" means the American Hospital Formulary Service-Drug Information; the American Medical *Association* Drug Evaluation; the United States Pharmacopoeia-Drug Information, or other authoritative compendia as identified from time to time by the federal secretary of Health and Human Services. "Peer-reviewed medical literature" means scientific studies printed in healthcare journals or other publications in which original manuscripts are published only after having been critically reviewed for scientific accuracy, validity, and reliability by unbiased independent experts. Peer-reviewed medical literature does not include in-house publications of pharmaceutical manufacturing companies.

Excluded: over-the-counter drugs, medicines, supplies and devices not requiring a prescription under state law or regulations; drugs used in the treatment of sexual dysfunction disorders; medicines and injections for anticipated illness while traveling; vitamins, including Legend (prescription) vitamins; and any other drugs, medicines and injections not listed as covered in the GHC drug formulary unless approved in advance by GHC as Medically Necessary.

The Member will be charged for replacing lost or stolen drugs, medicines or devices.

#### **The Member's Right to Safe and Effective Pharmacy Services.**

State and federal laws establish standards to assure safe and effective pharmacy services, and to guarantee Members' rights to know what drugs are covered under the Agreement and what coverage limitations are in the Agreement. Members who would like more information about the drug coverage policies under the Agreement, or have a question or concern about their pharmacy benefit, may contact us at (206) 901-4636 or (888) 901-4636.

Members who would like to know more about their rights under the law, or think any services received while enrolled may not conform to the terms of the Agreement, may contact the Washington State Office of Insurance Commissioner at (800) 562-6900. Members who have a concern about the pharmacists or pharmacies serving them, may call the State Department of Health at (360) 236-4825.

- K. Mental Health Care Services.** GHC and Washington State law have established standards to assure the competence and professional conduct of mental health service providers, to guarantee Members' rights to informed consent to treatment, to assure the privacy of their medical information, to enable Members to know which services are covered under the Agreement and to know the limitations on their coverage. Members who would like a more detailed description than is provided here of covered benefits for mental health services under the Agreement, or have questions or concerns about any aspect of their mental health benefits, may contact GHC at (888) 901-4636.

Members who would like to know more about their rights under the law, or think any services received while enrolled may not conform to the terms of the Agreement or their rights under the law, may contact the Washington State Office of the Insurance Commissioner at (800) 562-6900. Members who have a concern about the qualifications or professional conduct of their mental health provider, may call the State Health Department at (360) 236-4902.

Services that are provided by a mental health practitioner will be covered as mental health care, regardless of the cause of the disorder.

- 1. Outpatient Services.** Outpatient mental health services place priority on restoring the Member to his/her level of functioning prior to the onset of acute symptoms or to achieve a clinically appropriate level of stability as determined by GHC's Medical Director, or his/her designee. Treatment for clinical conditions may utilize psychiatric, psychological and/or psychotherapy services to achieve these objectives.

Coverage for each Member is provided according to the outpatient mental health care Allowance set forth in the Allowances Schedule. Psychiatric medical services, including medical management and prescriptions, are covered as set forth in Sections IV.B. and IV.J.

- 2. Inpatient Services.** Charges for services described in this section, including psychiatric Emergencies resulting in inpatient services, shall be covered to the maximum benefit set forth in the Allowances Schedule. This benefit shall include coverage for acute treatment and stabilization of psychiatric Emergencies in GHC-approved hospitals. When medically indicated, outpatient electro-convulsive therapy (ECT) is covered in lieu of inpatient services. Coverage for services incurred at non-GHC Facilities shall exclude any charges that would otherwise be excluded for hospitalization within a GHC Facility.

Partial hospitalization and outpatient electro-convulsive therapy treatments are covered subject to the maximum inpatient benefit limit described in the Allowances Schedule. Every two (2) partial hospitalization days or two (2) electro-convulsive therapy treatments are equivalent to one inpatient hospital day. The total maximum annual benefit under this section shall not exceed the number of inpatient days described in the Allowances Schedule.

Subject to the maximum inpatient mental health care Allowance set forth in the Allowances Schedule, services provided under involuntary commitment statutes shall be covered at facilities approved by GHC. Services for any involuntary court-ordered treatment program beyond seventy-two (72) hours shall be covered only if determined to be Medically Necessary by GHC's Medical Director, or his/her designee.

Coverage for voluntary/involuntary Emergency inpatient psychiatric services is subject to the Emergency care benefit set forth in Section IV.L., including the twenty-four (24) hour notification and transfer provisions.

- 3. Exclusions and Limitations for Outpatient and Inpatient Mental Health Treatment Services.** Covered Services are limited to those provided for covered clinical conditions for which, in the opinion of GHC's Medical Director, or his/her designee, the reduction or removal of acute clinical symptoms or stabilization can be expected.

Partial hospitalization programs and electro-convulsive therapy are covered only under subsection K.2. (Inpatient Services).

Excluded: treatment specific to and solely for personality disorders; learning, communication and motor skills disorders; mental retardation; academic or career counseling; sexual and identity disorders; and personal growth or relationship enhancement. Also excluded: assessment and treatment services that are primarily vocational and academic; court-ordered or forensic treatment, including reports and summaries, not considered Medically Necessary; written information other than clinical records; work or school ordered assessment and treatment not considered Medically Necessary; counseling for overeating; psychoanalysis; nicotine related disorders; treatment or consultations provided by telephone; relationship counseling or phase of life problems (V code only diagnosis); all forms of day treatment (non-partial hospital programs); custodial care; and specialty programs for mental health therapy not specifically authorized by Behavioral Health Services and approved by GHC.

Any other services not specifically listed as covered in this section. All other provisions, exclusions and limitations under the Agreement also apply.

## **L. Emergency/Urgent Care.**

All services are covered subject to the Cost Shares set forth in the Allowances Schedule.

**Emergency Care** (See Section VIII. for a definition of Emergency.)

1. **At a GHC Facility.** GHC will cover Emergency care for all Covered Services.
2. **At a Non-GHC Facility.** Usual, Customary and Reasonable charges for Emergency care for Covered Services are covered subject to:
  - a. Payment of the Emergency care Deductible; and
  - b. Notification of GHC by way of the GHC Notification Line within twenty-four (24) hours following inpatient admission, or as soon thereafter as medically possible.

Outpatient medications prescribed by a non-GHC Provider are excluded.

3. **Waiver of Emergency Care *Cost Share*.**

- a. **Waiver for Multiple Injury Accident.** If two or more Members in the same Family Unit require Emergency care as a result of the same accident, coverage for all Members will be subject to only one (1) Emergency care *Cost Share*.
- b. **Emergencies Resulting in an Inpatient Admission.** If the Member is admitted to a GHC Facility directly from the emergency room, the Emergency care Copayment is waived. However, coverage will be subject to the inpatient services Cost Share.

4. **Transfer and Follow-up Care.** If a Member is hospitalized in a non-GHC Facility, GHC reserves the right to require transfer of the Member to a GHC Facility, upon consultation between a GHC Provider and the attending physician. If the Member refuses to transfer to a GHC Facility, all further costs incurred during the hospitalization are the responsibility of the Member.

Follow-up care which is a direct result of the Emergency must be obtained from GHC Providers, unless a GHC Provider has authorized such follow-up care from a non-GHC Provider in advance.

**Urgent Care** (See Section VIII. for a definition of Urgent Condition.)

Inside the GHC Service Area, care for Urgent Conditions is covered only at GHC medical centers, GHC urgent care clinics or GHC Providers' offices, ***subject to the applicable Cost Share***. Urgent care received at any hospital emergency department is not covered unless authorized in advance by a GHC Provider.

Outside the GHC Service Area, Usual, Customary and Reasonable charges are covered for Urgent Conditions received at any medical facility, ***subject to the applicable Cost Share***.

- M. **Ambulance Services.** Ambulance services are covered as set forth below, provided that the service is authorized in advance by a GHC Provider or meets the definition of an Emergency (see Section VIII.).
  1. **Emergency Transport to any Facility.** Each Emergency is covered as set forth in the Allowances Schedule.
  2. **Interfacility Transfers.** GHC-initiated non-emergent transfers to or from a GHC Facility are covered as set forth in the Allowances Schedule.
- N. **Skilled Nursing Facility (SNF).** Skilled nursing care in a GHC-approved skilled nursing facility when full-time skilled nursing care is necessary in the opinion of the attending GHC Provider, is covered as set forth in the Allowances Schedule.

When prescribed by a GHC Provider, such care may include room and board; general nursing care; drugs, biologicals, supplies and equipment ordinarily provided or arranged by a skilled nursing facility; and short-term physical therapy, occupational therapy and restorative speech therapy.

Excluded: personal comfort items such as telephone and television, rest cures and custodial, domiciliary or convalescent care.

## **Section V. General Exclusions**

**In addition to exclusions listed throughout the Agreement, the following are not covered:**

1. Services or supplies not specifically listed as covered in the Schedule of Benefits, Section IV.
2. Except as specifically listed and identified as covered in Sections IV.B., IV.D., IV.H. and IV.J., corrective appliances and artificial aids including: eyeglasses; contact lenses and services related to their fitting; hearing devices and hearing aids, including related examinations; take-home drugs, dressings and supplies following hospitalization; and any other supplies, dressings, appliances, devices or services which are not specifically listed as covered in Section IV.
3. Cosmetic services, including treatment for complications resulting from cosmetic surgery, except as provided in Section IV.D.
4. Convalescent or custodial care.
5. Durable medical equipment such as hospital beds, wheelchairs and walk-aids, except while in the hospital or as set forth in Section IV.B., ~~IV.E.~~, IV.F. or IV.H.
6. Services rendered as a result of work-related injuries, illnesses or conditions, including injuries, illnesses or conditions incurred as a result of self-employment.
7. Those parts of an examination and associated reports and immunizations required for employment, unless otherwise noted in Section IV.B., immigration, license, travel or insurance purposes that are not deemed Medically Necessary by GHC for early detection of disease.
8. Services and supplies related to sexual reassignment surgery, such as sex change operations or transformations and procedures or treatments designed to alter physical characteristics.
9. Diagnostic testing and medical treatment of sterility, infertility and sexual dysfunction, regardless of origin or cause, unless otherwise noted in Section IV.B.
10. Any services to the extent benefits are available to the Member under the terms of any vehicle, homeowner's, property or other insurance policy, except for individual or group health insurance, whether the Member asserts a claim or not, pursuant to: (a) medical coverage, medical "no fault" coverage, Personal Injury Protection coverage or similar medical coverage contained in said policy; and/or (b) uninsured motorist or underinsured motorist coverage contained in said policy. For the purpose of this exclusion, benefits shall be deemed to be "available" to the Member if the Member is a named insured, comes within the policy definition of insured, is a third-party donee beneficiary under the terms of the policy or otherwise has the right to receive benefits under the policy.

The Member and his/her agents must cooperate fully with GHC in its efforts to enforce this exclusion. This cooperation shall include supplying GHC with information about any available insurance coverage. The Member and his/her agents shall permit GHC at GHC's option, to associate with the Member or to intervene in any action filed against any party related to the injury. The Member and his/her agents shall do nothing to prejudice GHC's right to enforce this exclusion. In the event the Member fails to cooperate fully, the Member shall be responsible for reimbursing GHC for such medical expenses.

GHC shall not enforce this exclusion as to coverage available under uninsured motorist or underinsured motorist coverage until the Member has been made whole, unless the Member fails to cooperate fully with GHC as described above.

GHC shall not pay any attorneys' fees or collection costs to attorneys representing the injured person where it has retained its own legal counsel or acts on its own behalf to represent its interests and unless there is a written fee agreement signed by GHC prior to any collection efforts. Under no circumstances will GHC pay legal fees for services which were not reasonably and necessarily incurred to secure recovery and/or which do not benefit GHC. If it becomes necessary for GHC to enforce the provisions of this section by initiating any action against the injured person or his/her agent, then the injured person agrees to pay GHC's attorneys' fees and costs associated with the action.

11. Voluntary (not medically indicated and nontherapeutic) termination of pregnancy, unless otherwise noted in Section IV.B.
12. The cost of services and supplies resulting from a Member's loss of or willful damage to appliances, devices, supplies and materials covered by GHC for the treatment of disease, injury or illness.
13. Orthoptic therapy (i.e., eye training).
14. Specialty treatment programs such as weight reduction, "behavior modification programs" and rehabilitation, including cardiac rehabilitation.
15. Services required as a result of war, whether declared or undeclared. Care needed for injuries or conditions resulting from active or reserve military service.
16. Nontherapeutic sterilization, unless otherwise noted in Section IV.B., and procedures and services to reverse a therapeutic or nontherapeutic sterilization.
17. Dental care, surgery, services and appliances, including: treatment of accidental injury to natural teeth, reconstructive surgery to the jaw in preparation for dental implants, dental implants, periodontal surgery and any other dental services not specifically listed as covered in Section IV. GHC's Medical Director, or his/her designee, will determine whether the care or treatment required is within the category of dental care or service.
18. Drugs, medicines and injections, except as set forth in Section IV.J. Any exclusion of drugs, medicines and injections, including those not listed as covered in the GHC drug formulary (approved drug list), will also exclude their administration.
19. Experimental or investigational services.

GHC consults with GHC's Medical Director and then uses the criteria described below to decide if a particular service is experimental or investigational.

- a. A service is considered experimental or investigational for a Member's condition if any of the following statements apply to it at the time the service is or will be provided to the Member.
  - i. The service cannot be legally marketed in the United States without the approval of the Food and Drug Administration ("FDA") and such approval has not been granted.
  - ii. The service is the subject of a current new drug or new device application on file with the FDA.
  - iii. The service is provided as part of a Phase I or Phase II clinical trial, as the experimental or research arm of a Phase III clinical trial, or in any other manner that is intended to evaluate the safety, toxicity or efficacy of the service.
  - iv. The service is provided pursuant to a written protocol or other document that lists an evaluation of the service's safety, toxicity or efficacy as among its objectives.

- v. The service is under continued scientific testing and research concerning the safety, toxicity or efficacy of services.
  - vi. The service is provided pursuant to informed consent documents that describe the service as experimental or investigational, or in other terms that indicate that the service is being evaluated for its safety, toxicity or efficacy.
  - vii. The prevailing opinion among experts, as expressed in the published authoritative medical or scientific literature, is that (1) the use of such service should be substantially confined to research settings, or (2) further research is necessary to determine the safety, toxicity or efficacy of the service.
- b. In making determinations whether a service is experimental or investigational, the following sources of information will be relied upon exclusively:
- i. The Member's medical records,
  - ii. The written protocol(s) or other document(s) pursuant to which the service has been or will be provided,
  - iii. Any consent document(s) the Member or Member's representative has executed or will be asked to execute, to receive the service,
  - iv. The files and records of the Institutional Review Board (IRB) or similar body that approves or reviews research at the institution where the service has been or will be provided, and other information concerning the authority or actions of the IRB or similar body,
  - v. The published authoritative medical or scientific literature regarding the service, as applied to the Member's illness or injury, and
  - vi. Regulations, records, applications and any other documents or actions issued by, filed with or taken by, the FDA or other agencies within the United States Department of Health and Human Services, or any state agency performing similar functions.

Appeals regarding denial of coverage can be submitted to the Member's regional Member Services Department, or west of the Cascade Mountains to GHC's Appeals Department, Administration and Operations Campus, P.O. Box 34593, Seattle, WA 98124-1593, or east of the Cascade Mountains to GHC's Patient Relations Department, 5615 West Sunset Highway, Spokane, WA 99224. GHC will respond in writing within twenty (20) working days of the receipt of a fully documented appeal request. An expedited appeal is available if a delay would jeopardize the Member's life or health.

- 20. Mental health care, except as specifically provided in Section IV.K.
- 21. Pre-Existing Conditions, except as specifically provided in Section IV.B.26.
- 22. Hypnotherapy, and all services related to hypnotherapy.
- 23. Genetic testing and related services, unless determined Medically Necessary by GHC's Medical Director, or his/her designee, and in accordance with Board of Health standards for screening and diagnostic tests, or specifically provided in Section IV.B. Testing for non-Members is also excluded.
- 24. Follow-up visits related to a non-Covered Service.
- 25. Fetal ultrasound in the absence of medical indications.
- 26. Routine foot care, except in the presence of a non-related Medical Condition affecting the lower limbs.
- 27. Complications of non-Covered Services.
- 28. Treatment of obesity, except as set forth in Section IV.B.
- 29. Services or supplies for which no charge is made, or for whom a charge would not have been made if the Member had no health care coverage or for which the Member is not liable; services provided by a member of the Member's family.

- 30. Autopsy and associated expenses.
- 31. Services provided by government agencies, except as required by federal or state law.
- 32. Services related to temporomandibular joint disorder (TMJ) and/or associated facial pain or to correct congenital conditions, including bite blocks and occlusal equilibration, except as specified as covered in Section IV.B.
- 33. *Services covered by the national health plan of any other country.***

## **Section VI. Grievance Processes for Complaints and Appeals**

The grievance processes to express a complaint and appeal a denial of benefits are set forth below.

### **Filing a Complaint or Appeal**

The complaint process is available for a Member to express dissatisfaction about customer service or the quality or availability of a health service.

The appeals process is available for a Member to seek reconsideration of a denial of benefits.

### **Complaint Process**

**Step 1:** The Member should contact the person involved, explain his/her concerns and what he/she would like to have done to resolve the problem. The Member should be specific and make his/her position clear.

**Step 2:** If the Member is not satisfied, or if he/she prefers not to talk with the person involved, the Member should call the department head or the manager of the medical center or department where he/she is having a problem. That person will investigate the Member's concerns. Most concerns can be resolved in this way.

**Step 3:** If the Member is still not satisfied, he/she should call the GHC Customer Service Center toll free at (888) 901-4636. Most concerns are handled by phone within a few days. In some cases the Member will be asked to write down his/her concerns and state what he/she thinks would be a fair resolution to the problem. A Customer Service Representative or Service Quality Coordinator will investigate the Member's concern by consulting with involved staff and their supervisors, and reviewing pertinent records, relevant plan policies and the Member Rights and Responsibilities statement. This process can take up to thirty (30) days to resolve after receipt of the Member's written statement.

If the Member is dissatisfied with the resolution of the complaint, he/she may contact the Service Quality Coordinator or the Customer Service Center.

### **Appeals Process**

**Step 1:** If the Member wishes to appeal a decision denying benefits, he/she must submit a request for an appeal either orally or in writing to the Appeals Department, specifying why he/she disagrees with the decision. The appeal must be submitted within 180 days of the denial notice he/she received. If the Member is located west of the Cascade Mountains, appeals should be directed to GHC's Appeals Department, P.O. Box 34593, Seattle, WA 98124-1593, (206) 901-7359 or toll free (888) 901-4636; or if the Member is located east of the Cascade Mountains, to GHC's Appeals Department, P.O. Box 204, Spokane, WA 99224-0204, (509) 838-9100 or toll free (800) 497-2210.

An Appeals Coordinator will review initial appeal requests. GHC will then notify the Member of its determination or need for an extension of time within fourteen (14) days of receiving the request for appeal. Under no circumstances will the review timeframe exceed thirty (30) days without the Member's written permission.



If the appeal request is for an experimental or investigational exclusion or limitation, GHC will make a determination and notify the Member in writing within twenty (20) working days of receipt of a fully documented request. In the event that additional time is required to make a determination, GHC will notify the Member in writing that an extension in the review timeframe is necessary. Under no circumstances will the review timeframe exceed twenty (20) days without the Member's written permission.

There is an expedited appeals process in place for cases which meet criteria or where the Member's doctor states clinical urgency exists. If a delay would jeopardize the Member's life, or materially jeopardize the Member's health, the Member can request an expedited appeal in writing to the above address, or by calling GHC's Appeals Department in western Washington at (206) 901-7359 or toll free (888) 901-4636, or in eastern Washington at (509) 838-9100 or toll free (800) 497-2210, and ask to be connected with the Appeals Department. The Member's request for an expedited appeal will be processed and a decision issued no later than seventy-two (72) hours after receipt.

If GHC fails to grant or reject the Member's request within the applicable required timeframe, the Member may proceed as if the complaint has been rejected.

**Step 2:** (Optional step) If the Member is not satisfied with the decision reached by the Appeals Coordinator regarding a denial of benefits, he/she may request a hearing by the appeals committee by submitting a request within thirty (30) days of the date of the decision letter. If the Member is located west of the Cascade Mountains, the request can be mailed to GHC's Appeals Department, P.O. Box 34593, Seattle, WA 98124-1593, or if the Member is located east of the Cascade Mountains, to GHC's Appeals Department, P.O. Box 204, Spokane, WA 99224-0204.\*

The appeals committee is the final review authority within GHC and its decisions are final. The Member is encouraged to present his/her case to the appeals committee in person. The hearing, and written notification to the Member of the appeals committee decision, will be made within thirty (30) working days of the Member's request. As an alternative to this appeal step, the Member may proceed to Step 3 below.

**Step 3:** If the Member is not satisfied with the decision made in Step 1 or Step 2 above, or if GHC exceeds the timeframes stated in Step 1 or Step 2 above without good cause and without reaching a decision, a final level of appeal is available through an independent review organization. An independent review organization is not legally affiliated or controlled by GHC. Once a decision is made through an independent review, the decision is final and cannot be appealed through GHC. \*

\* If the Member's health plan is governed by the Employee Retirement Income Security Act, known as "ERISA" (most employment related health plans, other than those sponsored by governmental entities or churches – ask employer about plan), the Member has the right to file a lawsuit under Section 502(a) of ERISA to recover benefits due to the Member under the plan at any point after completion of Step 1 of the appeals process. Members may have other legal rights and remedies available under state or federal law.

## **Section VII. General Provisions**

### **A. Coordination of Benefits**

**1. Benefits Subject to This Provision.** As described in subsection 6. below, all benefits provided under the Agreement are subject to the provisions listed in this section.

**2. Definitions.**

**a. Plan.** The definition of a "plan" includes the following sources of benefits or services:

- i. Individual, group or blanket disability insurance policies and health care service contractor and health maintenance organization group or individual agreements, issued by insurers, health care service contractors and health maintenance organizations;

- ii. Labor-management trustees plans, labor organization plans, employer organization plans or employee benefit organization plans;
- iii. Governmental programs; and
- iv. Coverage required or provided by any statute.

The term "plan" shall be construed separately with respect to each policy, agreement or other arrangement for benefits or services, and separately with respect to the respective portions of any such policy, agreement or other arrangement which do and which do not reserve the right to take the benefits or services of other policies, agreements or other arrangements into consideration in determining benefits.

**b. Allowable Expense.** "Allowable expense" means any necessary, reasonable and customary items of expense at least a portion of which is covered under at least one of the plans covering the person for whom the claim is made. When a plan provides benefits in the form of services rather than cash payments, the reasonable cash value of each service rendered shall be considered an allowable expense.

**c. Claim Determination Period.** "Claim determination period" means a calendar year, except the Member's first claim determination period shall begin on the Member's effective date of coverage under the Agreement and end on December 31 of that same calendar year. In no event will a claim determination period for any Member extend beyond the last day the Member is covered under the Agreement.

**3. Right To Receive and Release Information.** For the purpose of determining the applicability of and implementing this provision and any provision of similar purpose in any other plan, GHC may, with any consent necessary, release to or obtain from any other insurer, organization or person any information, regarding any person which GHC considers necessary for such purpose. Any Member claiming benefits under the Agreement shall provide GHC with the information necessary for such purpose.

**4. Facility of Payment.** Whenever coverage has been provided or paid for under any other plan which should have been provided under the Agreement in accordance with this provision, GHC shall have the right, exercisable alone and in its sole discretion, to pay over to any plan making such payments any amounts GHC shall determine to be warranted in order to satisfy the intent of this provision. Amounts so paid shall be considered as coverage or benefits paid under the Agreement and, to the extent of such payments, GHC shall be fully discharged from liability under the Agreement.

**5. Right of Recovery.** Whenever benefits have been provided by GHC with respect to allowable expenses in total amount, at any time, in excess of the maximum amount of payment necessary at that time to satisfy the intent of this provision, GHC shall have the right to recover the reasonable cash value of such benefits, to the extent of such excess, from one or more of the following, as GHC shall determine: any persons to or for or with respect to whom such benefits were provided, any other insurers, service plans, other organizations or other plans.

**6. Effect on Benefits.**

- a. This provision shall apply in determining the benefits for a Member covered under the Agreement for a particular claim determination period if, for the allowable expenses incurred by the Member during such period, the sum of:
  - i. The reasonable cash value of the benefits that would be provided under the Agreement in the absence of this provision, and
  - ii. The benefits that would be payable under all other plans in the absence therein or provisions of similar purpose to this provision would exceed such allowable expenses.

- b. As to any claim determination period with respect to which this provision is applicable, the reasonable cash value of the benefits provided under the Agreement in the absence of this provision for the allowable expenses incurred as to such person during such claim determination period shall be reduced to the extent necessary so that the sum of the reasonable cash value of benefits and all benefits payable for such allowable expenses under all other plans, except as provided in subparagraph c. of this section, shall not exceed the total of such allowable expenses. Benefits payable under another plan include benefits that would have been payable had a claim been duly made therefor. In determining liability under this paragraph, GHC is not required, and will not take into consideration, Deductibles, Copayments or other Cost Share provisions.
- c. If another plan which is involved in subparagraph b. of this section and which contains a provision coordinating its benefits with those of the Agreement would, according to its rules, determine its benefits after the benefits of this plan have been determined; and the rules set forth in subparagraph d. of this section would require the Agreement to determine its benefits before such other plan, then the benefits of such other plan will be ignored for the purposes of determining the benefits under the Agreement.
- d. For the purposes of subparagraph c. of this section, the rules establishing the order of benefit determination are:
  - i. The benefits of a plan which covers the person on whose expenses a claim is based as a Subscriber shall be determined before the benefits of a plan which covers such person as a Dependent.
  - ii. If a Dependent is covered under both parents' medical plans, the benefits of the plan of the parent whose birthday, excluding year, falls earlier in the calendar year are determined before those of the plan of a parent whose birthday, excluding year, falls later in the calendar year.
    - a) When the parents are separated or divorced and the parent with custody of the child has not remarried, the benefits of a plan which covers the child as a Dependent of the parent with custody of the child will be determined before the benefits of a plan which covers the child as a Dependent of the parent without custody; and
    - b) When the parents are divorced and the parent with custody of the child has remarried, the benefits of a plan which covers the child as a Dependent of the parent with custody shall be determined before the benefits of a plan which covers that child as a Dependent of the stepparent, and the benefits of a plan which covers that child as a Dependent of the stepparent will be determined before the benefits of a plan which covers that child as a Dependent of the parent without custody.

Notwithstanding items a) and b) above, if there is a court decree which would otherwise establish financial responsibility for the health care expenses of the child, the benefits of a plan which covers the child as a Dependent of the parent with such financial responsibility shall be determined before the benefits of any other plan which covers the child as a Dependent.

- iii. When rules i. and ii. do not establish an order of benefit determination, the benefits of a plan which has covered the person on whose expenses claim is based for the longer period of time shall be determined before the benefits of a plan which has covered such person the shorter period of time, provided that:
  - a) The benefits of a plan covering the person as a laid-off or retired employee, or Dependent of such person shall be determined after the benefits of any other plan covering such person as an employee, other than a laid-off or retired employee, or Dependent of such person; and

- b) If either plan does not have a provision regarding laid off or retired employees, which results in each plan determining its benefits after the other, then the provisions of a) of this subsection shall not apply.
- iv. If none of the above rules determines the order of benefits, the benefits of the plan which covered an employee, Member or Subscriber for the longer period of time shall be determined before those of the plan which covered that person for the shorter time period.
- e. When this provision operates to reduce the total amount of benefits otherwise to be provided to a person covered under the Agreement during any claim determination period, the reasonable cash value of each benefit that would be provided in the absence of this provision shall be reduced proportionately and such reduced amount shall be charged against any applicable benefit limit of the Agreement.

## 7. Effect of Medicare.

**Members Residing Outside the GHC Medicare Advantage Service Area.** If Member is or becomes eligible for Medicare coverage and Medicare is determined to be the primary bill payer, the Member must enroll in, and maintain both Medicare Part A and B coverage in order to be eligible for continuing coverage under the Agreement.

Medicare primary/secondary payer guidelines and regulations will determine primary/secondary payer status.

When GHC renders care to a Member who is eligible for Medicare benefits, and Medicare is deemed to be the primary bill payer under Medicare primary/secondary payer guidelines and regulations, GHC will seek Medicare reimbursement for all Medicare covered services.

## B. Subrogation and Reimbursement Rights

“Injured Person” under this section means a Member covered by the Agreement who sustains an injury and any spouse, dependent or other person or entity that may recover on behalf of such Member, including the estate of the Member and, if the Member is a minor, the guardian or parent of the Member. When referred to in this section, “GHC’s Medical Expenses” means the expense incurred and the reasonable value of the services provided by GHC for the care or treatment of the injury sustained by the Injured Person.

If the Injured Person’s injuries were caused by a third party giving rise to a claim of legal liability against the third party and/or payment by the third party to the Injured Person and/or a settlement between the third party and the Injured Person, GHC shall have the right to recover GHC’s Medical Expenses from any source available to the Injured Person as a result of the events causing the injury, including but not limited to funds available through applicable third party liability coverage and uninsured/underinsured motorist coverage. This right is commonly referred to as “subrogation.” GHC shall be subrogated to and may enforce all rights of the Injured Person to the extent of GHC’s Medical Expenses.

If the Injured Person is entitled to or does receive money from any source as a result of the events causing the injury, including but not limited to any party’s liability insurance or uninsured/underinsured motorist funds, then GHC’s Medical Expenses provided or to be provided to the Injured Person are secondary, not primary, and will be paid only if the Injured Person fully cooperates with the terms and conditions of the Agreement. As a condition of receiving benefits under the Agreement, the Injured Person agrees that acceptance of GHC services is constructive notice of this provision in its entirety and agrees to reimburse GHC for the benefits the Injured Person received as a result of the events causing the injury. GHC’s subrogation and reimbursement rights shall be limited to the excess of the amount required to fully compensate the Injured Person for the loss sustained, including general damages. Full compensation shall be measured on an objective case-by-case basis unless the Injured Person settles with the at-fault party for less than available policy limits, in which GHC is entitled to full compensation of GHC’s Medical Expenses. ***However, in the case of Medicare Advantage Members, GHC’s right of subrogation shall be the full amount of GHC’s Medical Expenses and is limited only as required by Medicare.***

The Injured Person and his/her agents shall cooperate fully with GHC in its efforts to collect GHC's Medical Expenses. This cooperation includes, but is not limited to, supplying GHC with information about any third parties, defendants and/or insurers related to the Injured Person's claim and informing GHC of any settlement or other payments relating to the Injured Person's injury. The Injured Person and his/her agents shall permit GHC, at GHC's option, to associate with the Injured Person or to intervene in any legal, quasi-legal, agency or any other action or claim filed. If the Injured Person takes no action to recover money from any source, then the Injured Person agrees to allow GHC to initiate its own direct action for reimbursement or subrogation, including, but not limited to, billing the Injured Person directly for GHC's Medical Expenses.

The Injured Person and his/her agents shall do nothing to prejudice GHC's subrogation and reimbursement rights. The Injured Person shall promptly notify GHC of any tentative settlement with a third party and shall not settle a claim without protecting GHC's interest. If the Injured Person fails to cooperate fully with GHC in recovery of GHC's Medical Expenses, the Injured Person shall be responsible for directly reimbursing GHC for GHC's Medical Expenses and GHC retains the right to bill the Injured Person directly for GHC's Medical Expenses.

To the extent that the Injured Person recovers funds from any source, the Injured Person agrees to hold such monies in trust or in their possession until GHC's subrogation and reimbursement rights are fully determined.

GHC shall not pay any attorney's fees or collection costs to attorneys representing the Injured Person unless there is a written fee agreement signed by GHC prior to any collection efforts. When reasonable collection costs have been incurred with GHC's prior written agreement to recover GHC's Medical Expenses, there shall be an equitable apportionment of such collection costs between GHC and the Injured Person subject to a maximum responsibility of GHC equal to one-third of the amount recovered on behalf of GHC. Under no circumstance will GHC pay legal fees for services which were not reasonably and necessarily incurred to secure recovery, which do not benefit GHC and/or where no written fee agreement has been entered into with GHC.

If it becomes necessary for GHC to enforce the provision of this section by initiating any action against the Injured Person or his/her agent, then the Injured Person agrees to pay GHC's attorney's fees and costs associated with the action.

Implementation of this section shall be deemed a part of claims administration under the Agreement and GHC shall therefore have sole discretion to interpret its terms.

### **C. Miscellaneous Provisions**

- 1. Identification Cards.** GHC will furnish cards, for identification purposes only, to all Members enrolled under the Agreement.
- 2. Administration of Agreement.** GHC may adopt reasonable policies and procedures to help in the administration of the Agreement. GHC reserves the right to construe the provisions of the Agreement and to make all determinations regarding benefit entitlement and coverage.
- 3. Modification of Agreement.** No oral statement of any person shall modify or otherwise affect the benefits, limitations and exclusions of the Agreement, convey or void any coverage, increase or reduce any benefits under the Agreement or be used in the prosecution or defense of a claim under the Agreement.
- 4. Confidentiality.** GHC and the Group shall keep Member information strictly confidential and shall not disclose any information to any third party other than: (i) representatives of the receiving party (as permitted by applicable state and federal law) who have a need to know such information in order to perform the services required of such party pursuant to the Agreement, or for the proper management and administration of the receiving party, provided that such representatives are informed of the confidentiality provisions of the Agreement and agree to abide by them, (ii) pursuant to court order or (iii) to a designated public official or agency pursuant to the requirements of federal, state or local law, statute, rule or regulation.

5. **Nondiscrimination.** GHC does not discriminate on the basis of physical or mental disabilities in its employment practices and services.

## **Section VIII. Definitions**

**Agreement:** The Medical Coverage Agreement between GHC and the Group.

**Allowance:** The maximum amount payable by GHC for certain Covered Services under the Agreement, as set forth in the Allowances Schedule.

**Coinsurance:** The percentage amounts the Member and GHC are required to pay for Covered Services received under the Agreement. Percentages for Covered Services are set forth in the Allowances Schedule.

**Contracted Pharmacy Network:** A pharmacy that has contracted with GHC to provide covered legend (prescription) drugs and medicines for outpatient use under the Agreement.

**Copayment:** The specific dollar amount a Member is required to pay at the time of service for certain Covered Services under the Agreement, as set forth in the Allowances Schedule.

**Cost Share:** The portion of the cost of Covered Services the Member is liable for under the Agreement. Cost Shares for specific Covered Services are set forth in the Allowances Schedule. Cost Share includes Copayments, Coinsurances and/or Deductibles.

**Covered Services:** The services for which a Member is entitled to coverage under the Agreement.

**Deductible:** A specific amount a Member is required to pay for certain Covered Services before benefits are payable under the Agreement. The applicable Deductible amounts are set forth in the Allowances Schedule.

**Dependent:** Any member of a Subscriber's family who meets all applicable eligibility requirements, is enrolled hereunder and for whom the premiums prescribed in the Premiums Schedule have been paid.

**Emergency:** The sudden, unexpected onset of a Medical Condition that in the reasonable judgment of a prudent person is of such a nature that failure to render immediate care by a licensed medical provider would place the Member's life in danger, or cause serious impairment to the Member's health.

**Family Unit:** A Subscriber and all his/her Dependents.

**Fee Schedule:** A fee-for-service schedule adopted by GHC, setting forth the fees for medical and hospital services.

**GHC Designated Self-Referral Specialist:** A GHC specialist specifically identified by GHC to whom Members may self-refer.

**GHC Facility:** A facility (hospital, medical center or health care center) owned, operated or otherwise designated by GHC.

**GHC Medicare Plan:** A plan of coverage for persons enrolled in Medicare Part A (hospital insurance) and Part B (medical insurance).

**GHC Personal Physician:** A provider who is employed by or contracted with GHC to provide primary care services to Members and is selected by each Member to provide or arrange for the provision of all non emergent Covered Services, except for services set forth in the Agreement which a Member can access without Referral. Personal Physicians must be capable of and licensed to provide the majority of primary health care services required by each Member.

**GHC Provider:** The medical staff, clinic associate staff and allied health professionals employed by GHC, and any other health care professional or provider with whom GHC has contracted to provide health care services to Members enrolled under the Agreement, including, but not limited to physicians, podiatrists, nurses, physician assistants, social workers, optometrists, psychologists, physical therapists and other professionals engaged in the delivery of healthcare services who are licensed or certified to practice in accordance with Title 18 Revised Code of Washington.

**Group:** An employer, union, welfare trust or bona-fide association which has entered into a Group Medical Coverage Agreement with GHC.

**Hospital Care:** Those Medically Necessary services generally provided by acute general hospitals for admitted patients. Hospital Care does not include convalescent or custodial care, which can, in the opinion of the GHC Provider, be provided by a nursing home or convalescent care center.

**Lifetime Maximum:** The maximum value of benefits provided for Covered Services under the Agreement after which benefits under the Agreement are no longer available as set forth in the Allowances Schedule. The value of Covered Services is based on the Fee Schedule, as defined above.

**Medical Condition:** A disease, illness or injury.

**Medically Necessary:** Appropriate and clinically necessary services, as determined by the GHC's Medical Director, or his/her designee, according to generally accepted principles of good medical practice, which are rendered to a Member for the diagnosis, care or treatment of a Medical Condition. Services must be medically and clinically necessary for benefits to be covered under the Agreement. The cost of services and supplies which are not Medically Necessary shall be the responsibility of the Member. In order to be Medically Necessary, services and supplies must meet the following requirements: (a) are not solely for the convenience of the Member, his/her family or the provider of the services or supplies; (b) are the most appropriate level of service or supply which can be safely provided to the Member; (c) are for the diagnosis or treatment of an actual or existing Medical Condition unless being provided under GHC's schedule for preventive services; (d) are not for recreational, life-enhancing, relaxation or palliative therapy, except for treatment of terminal conditions; (e) are appropriate and consistent with the diagnosis and which, in accordance with accepted medical standards in the State of Washington, could not have been omitted without adversely affecting the Member's condition or the quality of health services rendered; (f) as to inpatient care, could not have been provided in a provider's office, the outpatient department of a hospital or a non-residential facility without affecting the Member's condition or quality of health services rendered; (g) are not primarily for research and data accumulation; and (h) are not experimental or investigational. The length and type of the treatment program and the frequency and modality of visits covered shall be determined by the GHC Medical Director, or his/her designee.

**Medicare:** The federal health insurance program for the aged and disabled.

**Member:** Any Subscriber or Dependent enrolled under the Agreement.

**Out-of-Pocket Expenses:** Those Cost Shares paid by the Subscriber or Member for Covered Services, which are applied to the Out-of-Pocket Limit.

**Out-Of-Pocket Limit (Stop Loss):** The maximum amount of Out-of-Pocket Expenses incurred and paid, during the calendar year for Covered Services received by the Subscriber and his/her Dependents within the same calendar year. The Out-of-Pocket Limit amount and Cost Shares that apply are set forth in the Allowances Schedule. Charges in excess of UCR, services in excess of any benefit level and services not covered by the Agreement are not applied to the Out-of-Pocket Limit.

**Pre-Existing Condition:** A condition for which there has been diagnosis, treatment (including prescribed drugs) or medical advice within the three (3) month period prior to the effective date of coverage. The Pre-Existing Condition wait period will begin on the first day of coverage, or the first day of the enrollment waiting period if earlier.

**Referral:** A written temporary agreement requested in advance by a GHC Provider and approved by GHC that entitles a Member to receive Covered Services from a specified health care provider. Entitlement to such services shall not exceed the limits of the Referral and is subject to all terms and conditions of the Referral and the Agreement. Members who have a complex or serious medical or psychiatric condition may receive a standing Referral for specialist services.

**Self-Referred:** Covered Services received by a Member from a designated women's health care specialist or GHC Designated Self-Referral Specialist that are not referred by a GHC Personal Physician.

**Service Area:** Western Washington counties of Island, King, Kitsap, Lewis, Mason, Pierce, San Juan, Skagit, Snohomish, Thurston and Whatcom; Eastern Washington counties of Benton, Columbia, Franklin, Kittitas, Spokane, Walla Walla, Whitman and Yakima; Idaho counties of Kootenai and Latah; and any other areas designated by GHC.

**Stop Loss:** See Out-of-Pocket Limit.

**Subscriber:** A person employed by or belonging to the Group who meets all applicable eligibility requirements, is enrolled under the Agreement and for whom the premiums specified in the Premiums Schedule have been paid.

**Urgent Condition:** The sudden, unexpected onset of a Medical Condition that is of sufficient severity to require medical treatment within twenty-four (24) hours of its onset.

**Usual, Customary and Reasonable (UCR):** A term used to define the level of benefits which are payable by GHC when expenses are incurred from a non-GHC Provider. Expenses are considered Usual, Customary, and Reasonable if the charges are consistent with those normally charged to others by the provider or organization for the same services or supplies; and the charges are within the general range of charges made by other providers in the same geographical area for the same service or supplies.



# **EMPLOYER GROUP PROGRAMS**

## **GROUP MEDICARE COVERAGE**

**This brief outline describes the benefits available to you when you combine your employer Group healthcare benefits with Medicare. ALL MEDICARE GUIDELINES AND CRITERIA MUST BE MET.**

## **BENEFITS**

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### **OUT-OF-POCKET LIMIT (STOP LOSS)**

Total Out-of-Pocket Expenses for the following services are limited to \$300 maximum per Member per calendar year

- Outpatient Services
- Emergency/Urgently Needed Care

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### **INPATIENT HOSPITAL (Medical/Surgical)**

- Covered up to 365 days per year.

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### **SKILLED NURSING FACILITY**

- Group benefit or up to 100 days per benefit period after a 3 day Medicare certified hospital stay.

Note: When a 3 day Medicare covered hospital stay does not occur and the plan determines that the Member otherwise meets all Medicare criteria, the plan may authorize Medicare covered skilled nursing care for up to 100 days.

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### **INPATIENT MENTAL HEALTH**

- Group benefit or up to 190 days per lifetime benefit covered in full in a Medicare-certified psychiatric hospital.

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### **INPATIENT ALCOHOLISM & DRUG ABUSE TREATMENT**

- Covered in full when such services are provided in a hospital-based treatment center.

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### **HOME HEALTH CARE (SUCH AS PART-TIME SKILLED NURSING CARE, PHYSICAL THERAPY, SPEECH THERAPY, OCCUPATIONAL THERAPY)**

- Covered in full, in accordance with Medicare guidelines.

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### **MEDICAL CARE**

- Physician care in a hospital and home covered in full.

- Office and outpatient hospital care covered, subject to the applicable Copayment.
- Outpatient Surgery in outpatient hospital facility or ambulatory surgical center covered subject to the applicable Copayment.
- Alcoholism and substance abuse treatment services covered in full.

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#### **AMBULANCE**

- Covered in full.

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#### **CARDIAC REHABILITATION**

- Covered in full

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#### **CHIROPRACTIC & PODIATRIC CARE (Medical Need)**

- Covered, subject to the applicable Copayment.

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#### **EMERGENCY AND OUT-OF-AREA URGENTLY NEEDED SERVICES**

- You pay \$50 for each hospital emergency room visit; you do not pay this amount if you are admitted directly to the hospital from the emergency room.
- Worldwide coverage is provided.

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#### **HEARING EXAMINATIONS & HEARING AIDS**

- Hearing exams to determine hearing loss are covered, subject to the applicable Copayment. Purchase of hearing aids covered once every 24 months limited to \$250 hearing aid purchase Allowance.

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#### **HEALTH/WELLNESS EDUCATION**

- Health club services (SilverSneakers®) and/or lifetime fitness programs at participating network health clubs are covered in full.
- Services related to tobacco cessation and education materials are covered in full, limited to:
  1. One individual or group program per calendar year.
  2. When participating in the GHC Tobacco Cessation program, your employer Group covers one course of nicotine replacement or other approved pharmacy products once per calendar year. Your employer Group outpatient prescription drug Copayment applies.

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**ORGAN TRANSPLANT**

- Medicare covered organ transplants covered in full.

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**OUTPATIENT MENTAL HEALTH CARE**

- Covered, subject to the applicable Copayment.

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**OUTPATIENT PRESCRIPTION DRUGS**

- Medicare covered outpatient prescription drugs are covered in full. Your employer Group may cover outpatient prescription drugs. Please see the employer Group section of this Certificate of Coverage for more information.

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**POINT OF SERVICE (POS)**

- Non-emergent and/or non-Urgently Needed Care received while temporarily traveling outside GHC's Medicare Service Area is payable at Medicare benefit levels up to \$2,000 per Member per calendar year. The Plan pays 80% of Medicare allowable reimbursement schedules for Medicare covered services **ONLY**. The enrollee is responsible for all Medicare deductibles.

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**PHYSICAL, OCCUPATIONAL, SPEECH AND LANGUAGE THERAPY**

- Covered subject to the applicable Copayment.

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**PROSTHETIC DEVICES, PACEMAKERS, BRACES, ARTIFICIAL LIMBS & EYES**

- Covered in full.

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**RENTAL OR PURCHASE OF DURABLE MEDICAL EQUIPMENT**

- Covered in full.

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**URGENTLY NEEDED SERVICES**

- Urgently needed services are covered, subject to the applicable Copayment.
- Worldwide coverage is provided.

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**VISION CARE (Eye Care Medical Need)**

- Examinations for illness and injury covered subject to the applicable Copayment.

- One pair of standard eyeglasses or contact lenses are covered after each cataract surgery with insertion of an intraocular lens (IOL).
- Routine eye exams for glasses covered subject to the applicable Copayment once every 24 months.
- One pair of standard vision lenses, or contact lenses will be covered subject to the GHC-approved Allowance once every twenty-four (24) months.
- Frames are covered by Group benefit or up to \$100 once every 24 months.

Please see your employer Group Certificate of Coverage for more information.

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Please contact our Group Health Customer Service Center for more information and the location of participating reciprocal facilities at 206-901-4636, toll-free 1-888-901-4636, or TTY/TDD 711 or 1-800-833-6388 for the “hearing impaired,” Monday-Friday, 7:30 a.m. to 5:00 p.m.